

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Vehicle For Hire Enforcement Officer

Date: 2004

Purpose of Job

The purpose of this job is to perform inspections work in the enforcement of City ordinances designed to ensure Atlanta's citizens and visitors, safe, courteous and professional Vehicle for Hire Services. Duties include, but are not limited to: conducting inspections and issuing permits; patrolling streets to check permits, licenses and inspection stickers; investigating customer complaints, preparing evidence and testifying at hearings; and maintaining and updating records for proper documentation.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Productivity and Accountability:

- Enforces all city and state codes, ordinances, laws and regulations to ensure safe vehicle for hire operations.
- Conducts inspections of vehicles for hire to ensure compliance with City regarding operating requirements, cleanliness and condition of vehicles and safety standards.
- Issues vehicle for hire permits and receipts.
- Patrols streets to check for vehicle for hire permits, inspection stickers and Georgia driver's license; issues citations to violators; may review citations to verify they are written under correction section of City ordinance.
- Monitors vehicles entering airport waiting area for authorized vehicles and payment of fees; inspects same for ordinance compliance.
- Investigates customer complaints against operators of vehicle for hire.
- Tests drivers wishing to enter vehicle for industry.
- Testifies at hearings; may enter recommendations of hearing officers into computer system.

Planning and Organizing:

- Organizes and prepares evidence for court hearings which includes reviewing citations, scheduling hearing officers and contacting complainants.
- Schedules and contacts hearing panel members for court meetings.

Communication:

- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to radio communications.
- Notifies hearing officers and complainants of appearance at scheduled meetings.
- Contacts vehicle for hire drivers and/or companies to collect unpaid fines assessed by hearing panel members.
- Responds to questions, complaints and requests for information by telephone, in person and by mail from visitors, vehicle for hire operators, the general public, employees, superiors, etc.
- Answers the telephone; provides information, advice and guidance; may take and relay messages and/or direct calls to appropriate personnel; returns calls as necessary.

Administrative Duties:

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for co-workers in temporary absence of same; performs flexible unit assignments and other administrative tasks as assigned.
- Attends shift meetings, seminars and training sessions as required to remain knowledgeable of departmental and airport operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.

Problem Identification and Solution:

- Conducts background investigation of vehicle for hire drivers wishing to appeal cases from court proceedings.
- Conducts additional background investigation on vehicle for hire drivers returning from suspension verifying eligibility for reinstatement to the industry.

Equipment Use and Maintenance:

- Operates a computer, printer, etc., to enter, store and retrieve data, to prepare and produce reports, to compose routine correspondence, and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.

- Utilizes a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compile and compute numbers for reports and statistics.
- Operates an enforcement vehicle, during day and/or night hours; inspects maintenance of vehicle prior to using and requests service and/or repairs as needed; operates police radio devices to communicate with central dispatch.

Record Keeping and Documentation:

- Prepares court materials in binders for future reference; records hearing panel meetings.
- Prepares daily time sheet and activity reports, vehicle maintenance requests, vehicle inspection reports, appeals recommendations; documents citations; may compile statistical data for departmental quarterly reports.
- May compose, prepare and file routine correspondence, letters, memoranda and other documents; may complete maintenance requests for equipment needing service and/or repair.
- May compile and post driver test scores; may compose new vehicle for hire written test when the City ordinance is amended.

Interpersonal Relations:

- May serve as liaison between panel members and Vehicle For Hire Bureau to minimize dismissal of cases.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has general knowledge of the principles, practices and procedures of the City, Police Department and the various department operations and functions. Has general knowledge of vehicle for hire inspection criteria, local ordinances and law enforcement practices, policies

and procedures as necessary in the completion of daily responsibilities. Is able to follow policies, procedures, plans and activities and to perform to established goals. Knows how to perform operations and comply with staff plans and objectives for the expedience and effectiveness of specific duties of the City. Is able to implement long-term goals for the department in order to promote effectiveness and efficiency. Has general knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Knows how to keep abreast of any changes in policy, methods, operations, equipment needs, etc. as they pertain to departmental operations and local law enforcement activities. Is able to effectively communicate and interact with supervisors, elected officials, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgement and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or GED required; one year in public relations, vehicle-for-hire inspection or related experience; or any equivalent combination of education, training, and experience which provides the necessary knowledge, skills, and abilities for this job. Must possess valid Georgia driver's license. Must be eligible to become a Special Police Officer.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and office equipment. Must be able to move or carry related objects or materials. Physical demand requirements are at levels of those for active work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: May require the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May be required to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.